

Ethics

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**AMVETS National
Service Officer**

Veteran Service Officer

What does it
take to be an

V**S****O**?

Veteran Service Officer

What Defines an VSO?

**Honesty
Compassion
Integrity
Trust-Worthy
Respectful
Flexible**

What is Ethics?

**A branch of philosophy
that involves organizing,
defending, and
recommending the ideas
of right and wrong conduct**

Ethics: Respect

➤ **Respect all People's Rights & Dignity**

Kindness, everyone is welcome

“ **The Service Officer**

Will provide services, without judgment, to all Veterans making a claim

Trust: Ethics

➤ Loyalty & Responsibility

Develop trust

The Service Officer

Will to the best of his/her ability, maintain a working knowledge of all rules and regulations concerning Veterans benefits and will strive to keep that knowledge updated

Honesty: Ethics

➤ **Honesty**

Don't % Sugar Coat+

➤ **The Service Officer**

will prepare and perfect all
claims to the best of his/her ability

Boundaries: Ethics

- **Keep Professional boundaries**

Not associating outside the office

- **Veterans Service Officers**

Should not; under any circumstances; serve as guardians, committees or sponsors for any individuals receiving benefits from the DVA.

Should not; under any circumstances; accept gifts in cash or any other form for services offered

HIPPA: Ethics

➤ **Maintain confidentiality & privacy**

Disclosure is KEY

” **Confidential Information**

Whether supplied by the veteran, the Department of Veterans Affairs (DVA), or other the veteran will remain confidential

**Do what is
RIGHT
when no one is
Looking**

Ethics

Q & A